

Fig. 1

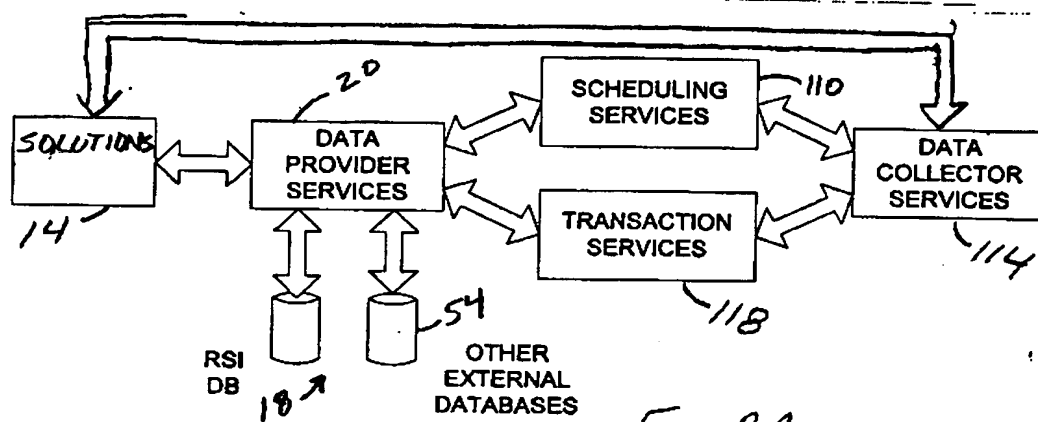


Fig. 2A

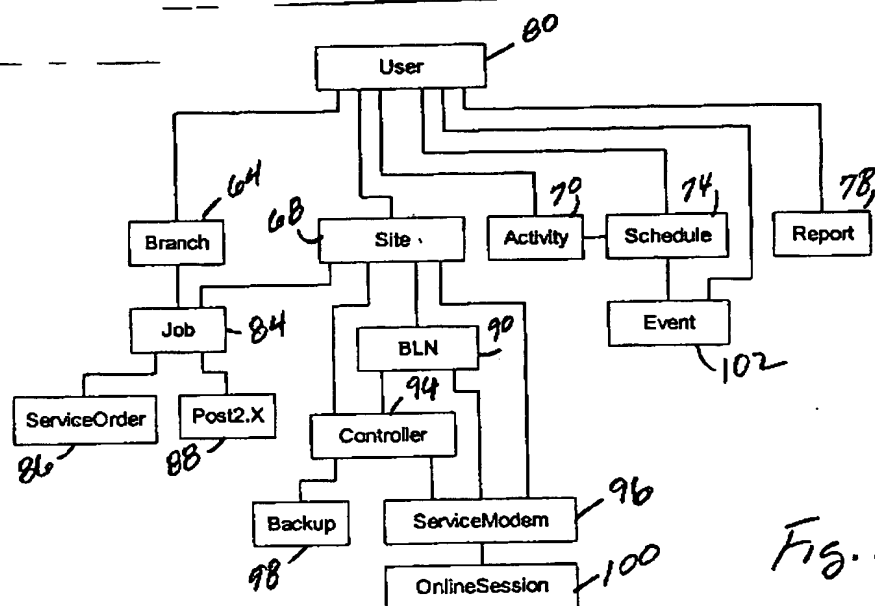
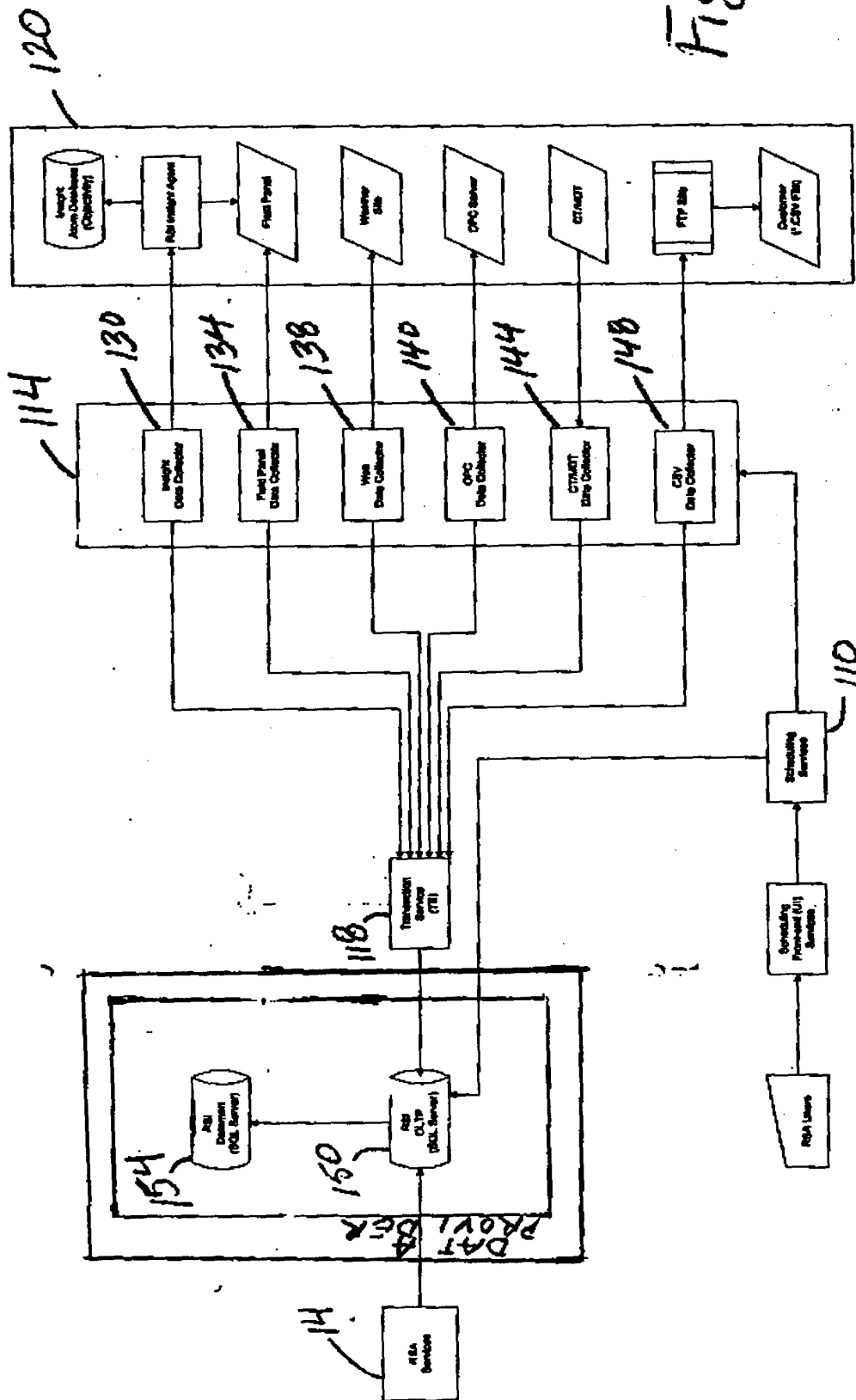
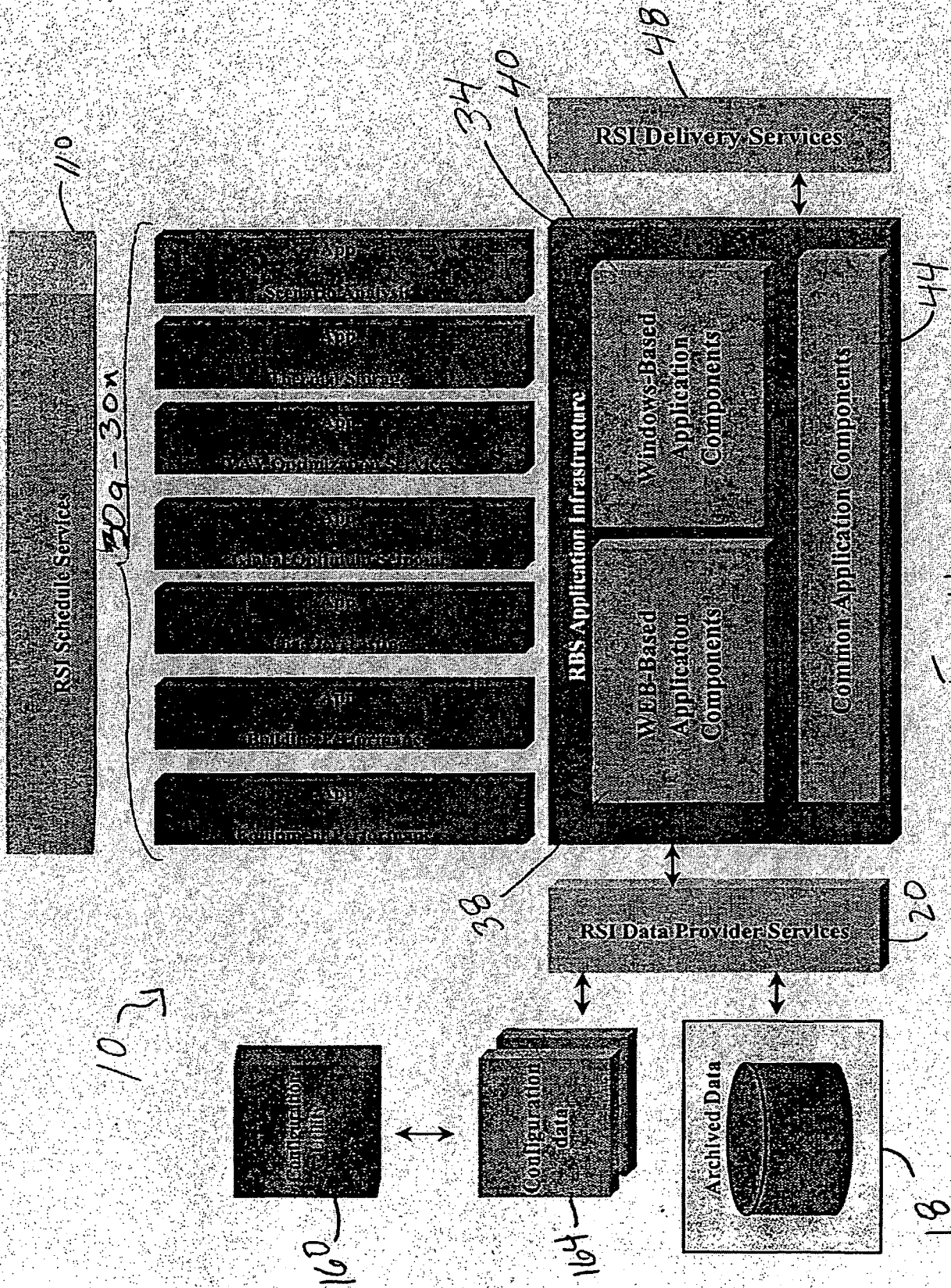
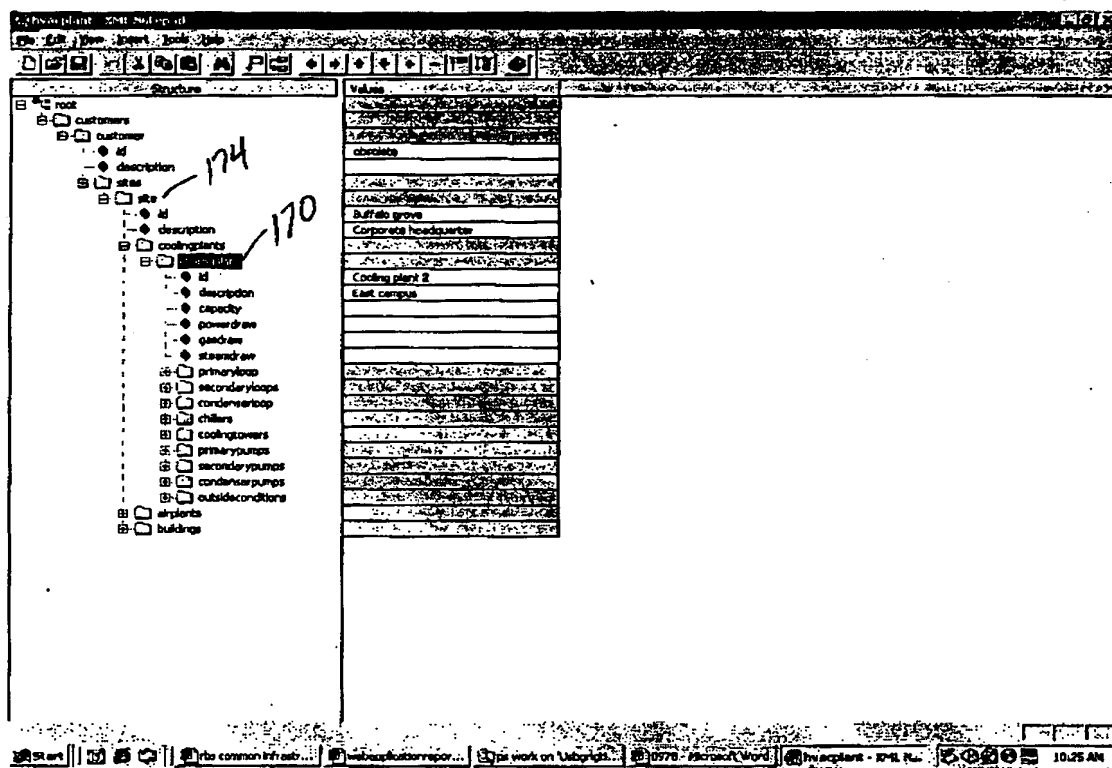
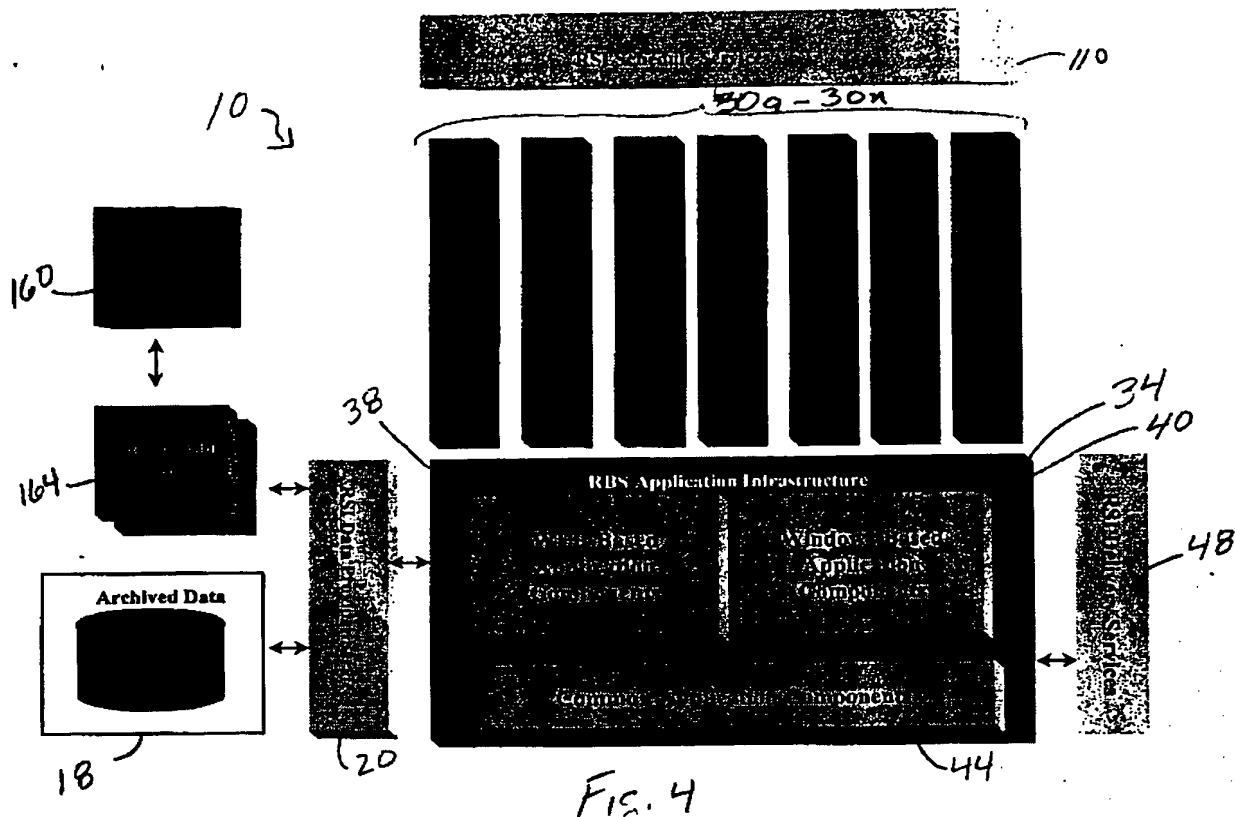


Fig. 2B







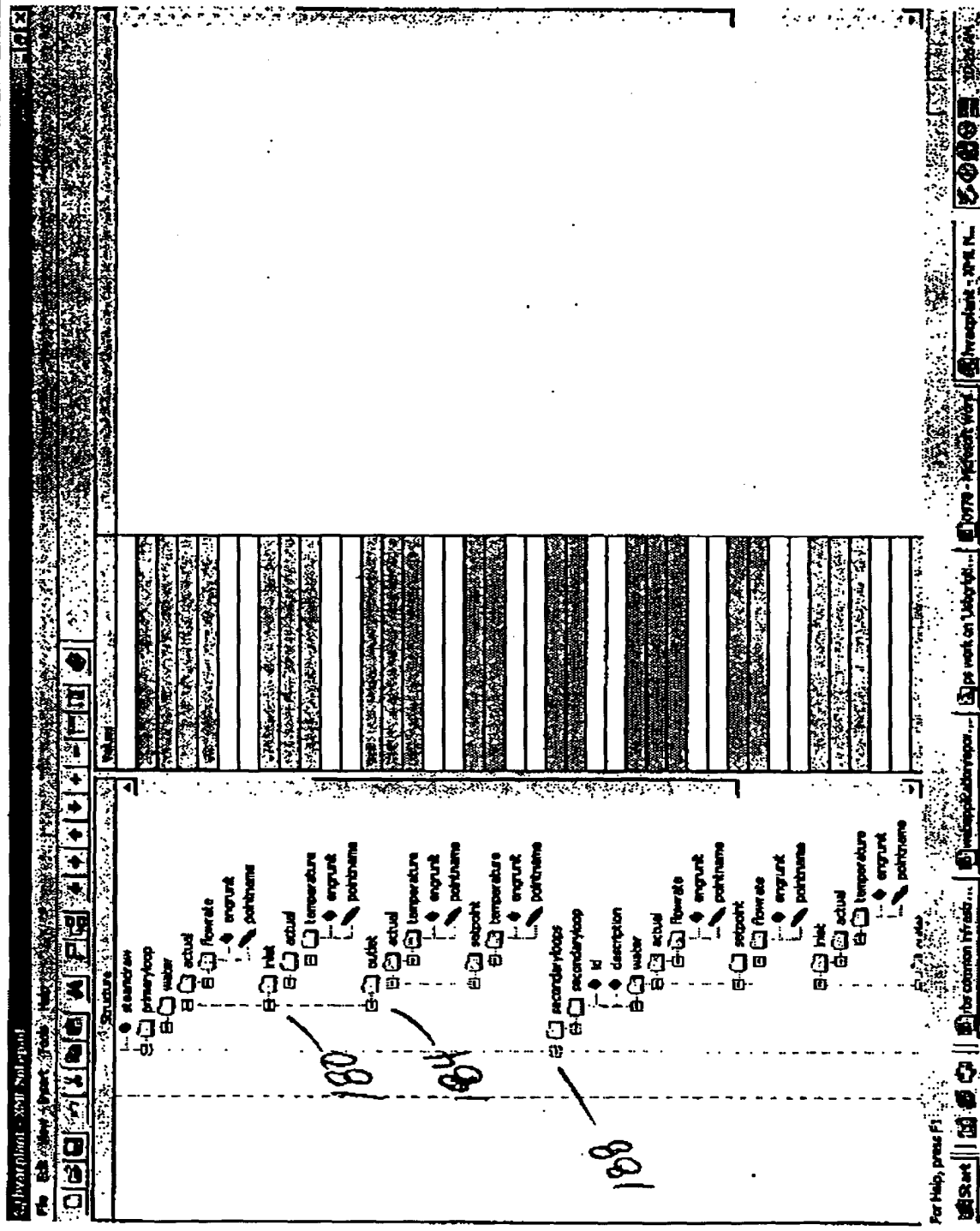


Fig. 6

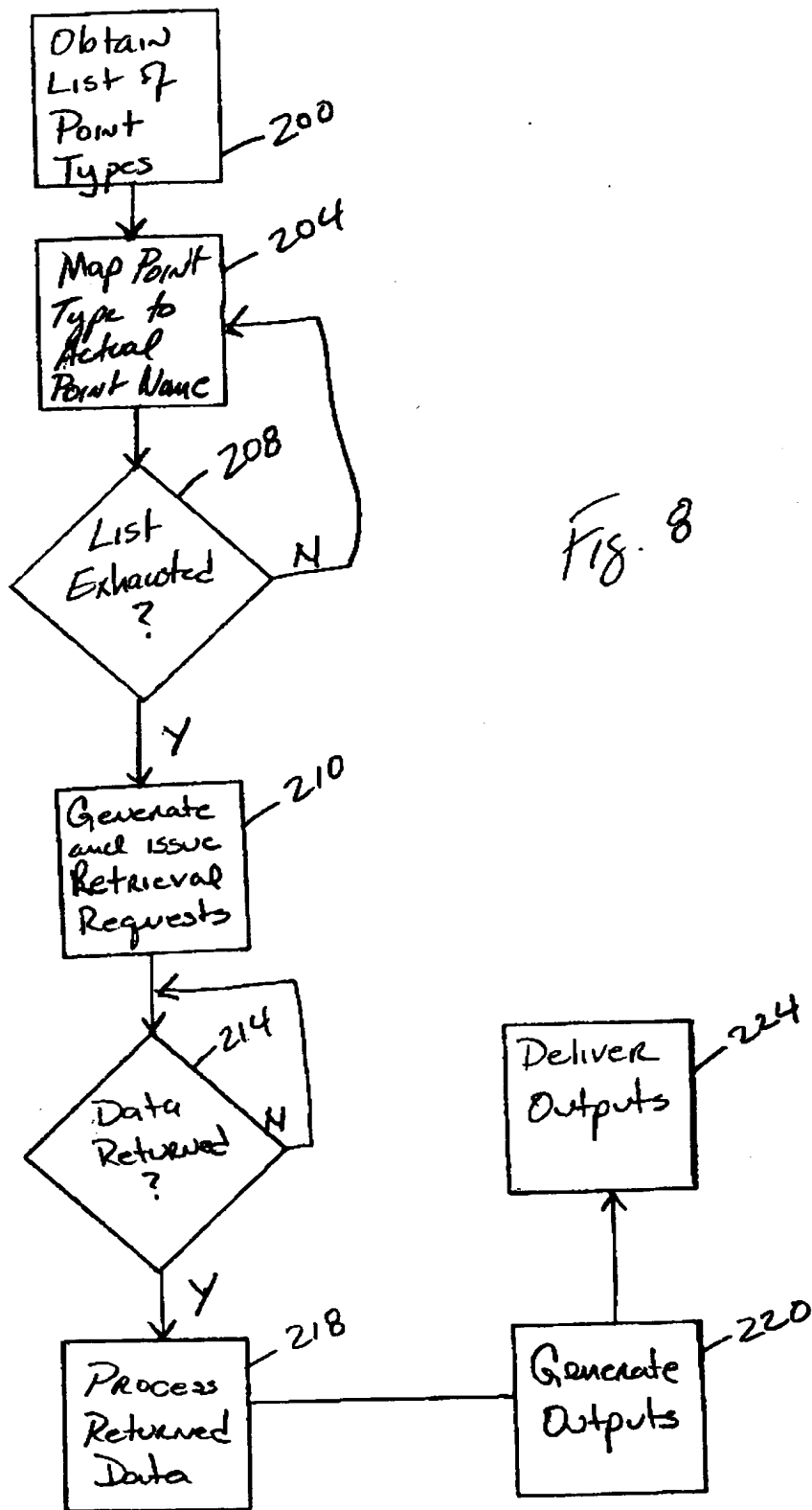
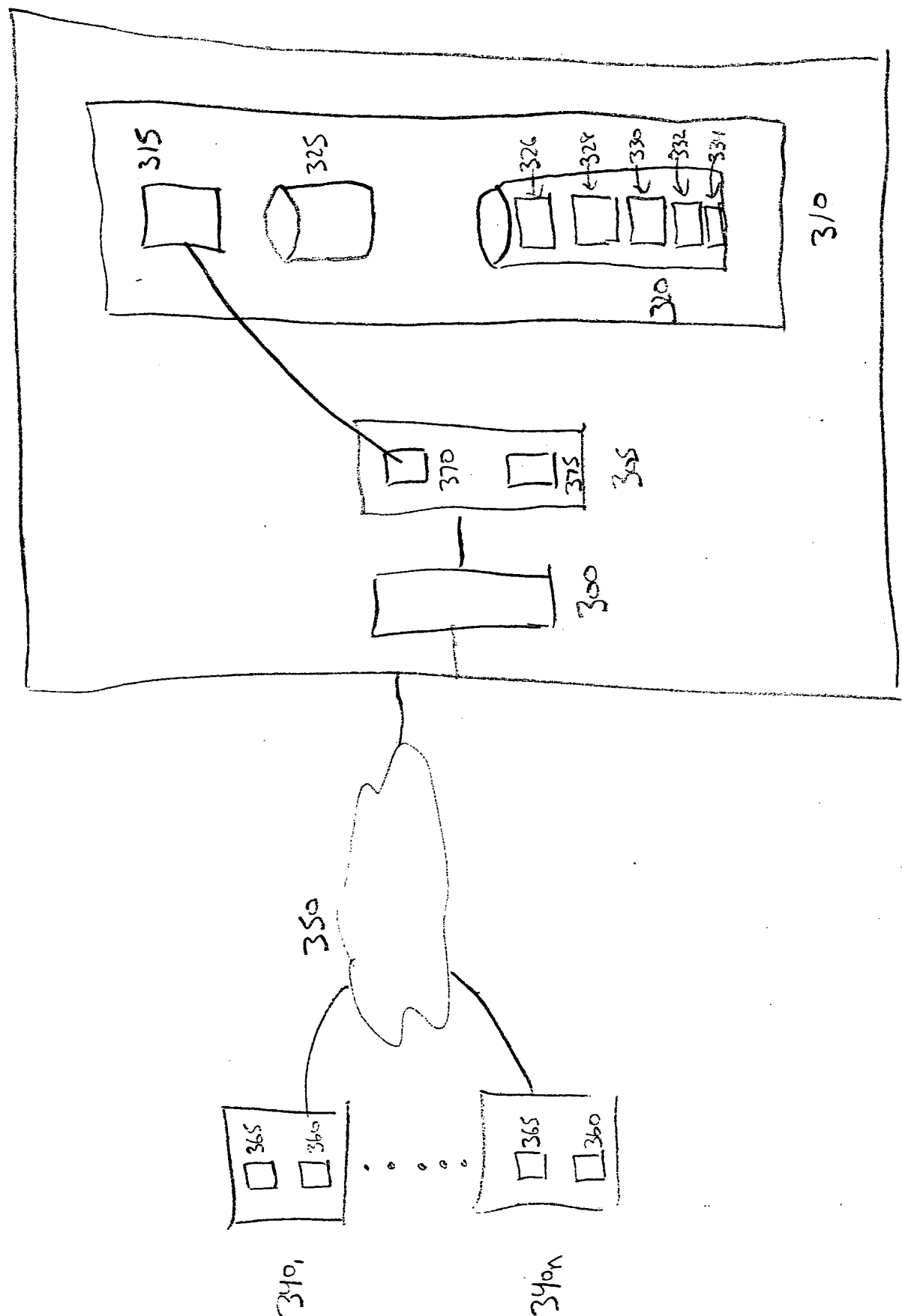


Fig. 8



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FIG. 9

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>Service Activity

Request Service

- Service Activity
- Open Calls
- Closed Calls
- Custom Reports
- TSP Contracts
- Equipment
- Sites
- Request Service

Service Activity

The service activity function provides online access to all service information for the sites, equipment, and service activities that you are authorized for. Clicking any of the links provides more detailed information for that entry.

Summary

The summary provides an overview of all service activity for all sites for which you are authorized grouped by status, call type, and system type.

Call Status		System	
Open	▶13	Fire	▶18
Closed	▶150	HVAC	▶56
		Mechanical	▶54
		Security	▶35
Call Type			
Preventive	▶146		
Corrective	▶17		

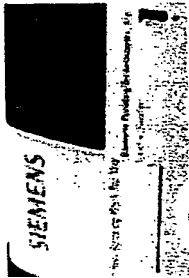
Detail

The table below lists detail for all sites, as well as the service activity information associated to them, for which you are authorized. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 43

Export to: .xls .doc ASCII

Site	Call Status		Call Type		System	
	Open	Closed	Preventive	Corrective	Type	Number
▶SZ COLLEGE PARK {B320013}	▶1	▶0	▶0	▶0	▶1 HVAC	▶1
▶SZ COLLEGE PARK {B320013}	▶0	▶3	▶3	▶3	▶0 Mechanical	▶3
▶SZ EAST LIBRARY {B408013}	▶0	▶1	▶1	▶1	▶0 Mechanical	▶1
▶SZ EAST POINT {B425013}	▶2	▶0	▶0	▶0	▶2 HVAC	▶2
▶SZ EAST POINT {B425013}	▶0	▶1	▶1	▶1	▶0 Mechanical	▶1
▶1-5	▶6-10	▶11-15	▶16-20	▶21-25	▶26-30	next →



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Search for... go >

Service Central Fileshare Administration Log Out
Home | > > > > Open Calls

Request Service

- Service Activity
 - Open Calls
 - Closed Calls
 - Custom Reports
 - TSP Contracts
 - Equipment
 - Sites
 - Request Service

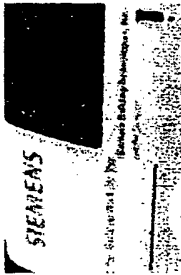
Open Calls

Below is an overview of all service activities with an "open" status (this includes open, scheduled, and dispatched calls). Clicking **Display filter criteria** and selecting different filtering criteria options allows you to modify the report.

Item 1-5 of 15	Order No.	Status	Site	Description	Call Type	System	PO No.	Export to:
4/23/03	▶ 030321-0852	Open	SZ MULTIPURPOSE (B251013)	REPLACE SCREENS	Preventive	Mechanical	200303974	xls doc ASCII
4/18/03	▶ 030307-3329	Open	SZ COLLEGE PARK (B320013)	PM	Preventive	Mechanical	200304780	
4/18/03	▶ 030416-0594	Open	SZ TOM LOWE (B229013)	REPLACE DEFECTIVE CONDENSING F	Preventive	Mechanical	200305191	
4/18/03	▶ 030416-0589	Open	SZ TOM LOWE (B229013)	PM **NOTE** MUST CALL TO GET T	Preventive	Mechanical	200305192	
4/17/03	▶ 030416-0551	Open	SZ SOUTHWEST (B440013)	LEAK ON 1ST CIRCUIT ON CHILLER	Preventive	Mechanical	200305232	
▶ 1-5	▶ 6-10	▶ 11-15						→ Display Equipment / Contract No.

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Fig. 11



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Search for... go >

Service Central Fileshare Administration Log Out
[Home | > > > > Open Calls > Service Order]



- Service Activity
 - Open Calls
 - Closed Calls
 - Custom Reports
 - TSP Contracts
 - Equipment
 - Sites
 - Request Service

Service Order

Below is detailed information for the individual service order you have selected.

Summary

The summary provides an overview of information related to the selected service order number.

Service Order No. 030321-0852 Customer Name Demonstration Customer
PO Number 200303974 Contract No.

Site SZ MULTIPURPOSE (B251013)

System Mechanical

Open Date 4/23/03

Closed Date

Status Open

Call Type Preventive

Request Type fax

Problem Type Repair or Replace Parts

Call Priority Next Scheduled Visit

Detail

The problem and resolution area provides a description of the requested service and what action has been taken to resolve the issue.

Problem Description REPLACE SCREENS FOR CIRCULATION PUMP STRAINER
Resolution

Further Information

Use the following links to get further equipment, call, or appointment information.

go to ↙ Equipment ↘ Call Log ↘ Appointments

Equipment

The table below lists equipment that was serviced on the selected order number.

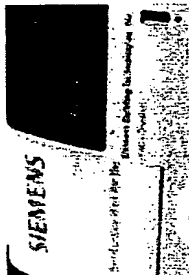
No Data Available.

Call Log

The table below lists all activities logged to the selected service order number.

F76.12.

600



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Search for... go >

Service Central Fileshare Administration Log Out
| Home | > > > > Open Calls > Service Order



Request Service

- Service Activity
 - Open Calls
 - Closed Calls
 - Custom Reports
 - TSP Contracts
 - Equipment
 - Sites
 - Request Service

Appointment

Below is the detailed information for the single appointment selected for this call.

Summary

The summary provides an overview of information related to the selected appointment.

Service Order No.	030321-0852	Contract No.	
PO No.	200303974	Customer Name	Demonstration Customer
Site	SZ MULTIPURPOSE (B251013)	Branch	ATLANTA
Appointment No.	030321-0852 0001 1 240097 ATL	Lead Technician	Steve Conti
Open Date	4/23/03	Skill Type	Fitter Journeyman
Closed Date			
Appointment Status	TENTATIVE		

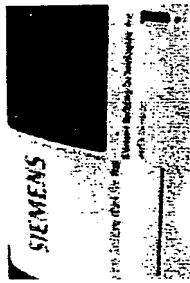
Equipment

The table below lists the equipment that service was performed on for this particular appointment. If no data appears, service has not yet been performed.

No Data Available.

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FIG. 13



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Search for... go >

Service Central Fileshare Administration Log Out
Home | > > > > Closed Calls

Request Service

- Service Activity
 - Open Calls
 - Closed Calls
 - Custom Reports
- TSP Contracts
- Equipment
- Sites
- Request Service

→ Display Filter Criteria →

Closed Calls

Below is an overview of all service activities with a "closed" status (this includes completed, closed, and paid calls). Clicking **Display filter criteria** and selecting different filtering criteria options allows you to modify the report.

Item 1-5 of 178	Open Date	Order No.	Status	Site	Description	Call Type	System	PO No.	Export to: .xls .doc ASCII
4/16/03	▶ 030307-3331	Complete	SZ EAST POINT (B425013)	PM	TAMPER TROUBLE	Preventive Mechanical	200305028		
4/16/03	▶ 030403-0116	Complete	UPS 35 Glenlake Fire	PM	CHANGE THE BELTS	Preventive Mechanical	200304882		
4/10/03	▶ 030307-3327	Complete	SZ FAIRBURN (B323013)	PM	next →	Preventive Mechanical			
4/10/03	▶ 030410-0128	Complete	SZ FAIRBURN (B323013)	PM					
4/9/03	▶ 030307-3325	Complete	SZ SOUTHWEST (B440013)	PM					
▶ 1-5	▶ 6-10	▶ 11-15	▶ 16-20	▶ 21-25	▶ 26-30				

800

F-16.14

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- Services Activity
- Open Calls
- Closed Calls
- Custom Reports
- Selected Services
- TSP Contracts
- Equipment
- Sites
- Request Service

Selected Services

The Selected Services function provides an overview of selected service activities for the site and system type you selected. Clicking **Display filter criteria** enables you to view the criteria set for this report and to also select different filtering criteria options to modify the report, if desired. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 47

Export to: [.xls](#) [.doc](#) [ASCII](#)

Open Date	Order No.	Status	Site	Description	Call Type	System	PO No.
5/1/03	030409-0306	Open	MURRAY ELEMENTARY	PREVENTIVE MAINTENANCE	Preventive	HVAC	
5/1/03	030409-0307	Open	NEHAWKA MIDDLE	PREVENTIVE MAINTENANCE	Preventive	HVAC	
5/1/03	030409-0308	Open	CONESTOGA HIGH SCHOOL	PREVENTIVE MAINTENANCE	Preventive	HVAC	SIGNED TSP
5/1/03	030409-0309	Open	CONESTOGA HIGH SCHOOL	PREVENTIVE MAINTENANCE	Preventive	HVAC	SIGNED TSP
4/16/03	030409-0310	Open	CONESTOGA HIGH SCHOOL	PREVENTIVE MAINTENANCE	Preventive	HVAC	SIGNED TSP
1-5	16-10	11-15	16-20	21-25	26-30	next →	

→ Display Equipment / Contract No.

FIG. 15

900

WALLACE

SEARCH

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Service Fileshare Administration Log Out
| Home | > > Request Service

Reques

Service Activity
TSP Contracts
Equipment
Sites
→ Request Service

Request Service

This page is for submitting online service requests.

For emergency or after-hours service, please call your local branch office.

* Indicates required field.

Request Type *

Priority *

Select Site *

OR Enter Site

Select Equipment *

OR Enter Equipment

Location *

Description *

PO No.

Last Name Wallace

First Name Michael

E-mail *

Phone

1000



Search for...

go >

Service Central

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>Service Central

>TSP Contracts

Requ st Service

Service Activity

TSP Contracts

- Active Contracts
- Expiring Contracts
- Cancelled Contracts
- Expired Contracts
- Custom Reports

Equipment

Sites

Request Service

TSP Contracts



The TSP contracts function provides online access to all service contract information for the contracts and sites for which you are authorized. This overview screen informs you, in an aggregated form (overall and per site), of the number and value of existing contracts. Special attention should be given to expiring contracts. Clicking any of the links provides more detailed information for that entry.

Summary

The summary provides an overview of all service activity for all sites for which you are authorized grouped by status and system type.

Contract Status

Active	▶3	1106
Expiring	▶0	1108
Cancelled	▶0	1110
Expired	▶1	1112

System

Fire	▶1	1109
HVAC	▶2	1118
Mechanical	▶1	1120

Detail

The table below lists detail for all sites, as well as the service activity information associated to them, for which you are authorized. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 6

Export to: .xls .doc ASCII

Site	Contract Status				Type	System	Number
	Active	Expiring	Cancelled	Expired			
▶UPS 35 Glenlake Automation	▶1		▶0	▶0	▶0 HVAC		▶1
▶UPS 35 Glenlake Fire	▶0		▶0	▶0	▶1 HVAC		▶1
▶UPS 35 Glenlake Mechanical	▶1		▶0	▶0	▶0 Mechanical		▶1
▶UPS 55 Glenlake Automation	▶1		▶0	▶0	▶0 HVAC		▶1
▶UPS 55 Glenlake FIRE	▶1		▶0	▶0	▶0 Fire		▶1
▶1-5 ▶6-6							

F7.6.17



Search for... go >

Service Central Fileshare Administration Log Out
| Home | >Service Central >TSP Contracts >Active Contracts

Request Service

- Service Activity
- TSP Contracts
 - Active Contracts
 - Expiring Contracts
 - Cancelled Contracts
 - Expired Contracts
 - Custom Reports

Equipment
Sites
Request Service

Active Contracts

→ Display Filter Criteria

Below is an overview of all active service contracts. Clicking **Display filter criteria** and selecting different filtering criteria options allows you to modify the report. Clicking any of the links provides more detailed information for that entry. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-3 of 3

Export to: .xls .doc ASCII

Contract No.	Po No.	Description	Site	Status	Effective Date	Renewal Date	System
▶MS-6699		TIME & MATERIAL	UPS 35 Glenlake Mechanical	Active	1/1/03	12/31/03	Mechanical
▶PB-1394	1210	FULL COMPREHENSIVE	Multiple Sites	Active	1/1/03	12/31/03	HVAC
▶PC-1512			UPS 55 Glenlake FIRE	Active	8/1/02	7/31/03	Fire

→ Display Equipment

1210

1200

FIG. 18



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Search for... go >

Service Central Fileshare Administration Log Out

| Home | >Service Central >TSP Contracts >Expired Contracts >Individual Contract

Request Service

Service Activity

TSP Contracts

Active Contracts

Expiring Contracts

Cancelled Contracts

→ Expired Contracts

Custom Reports

Equipment

Sites

Request Service

Individual Contract



The individual contract function provides complete detail for the selected contract. For example, which sites and equipment are covered, contract duration, and service history under the specified contract.

Summary

The summary provides an overview of information related to the selected service contract.

Contract No.	PC-1396	PO No.	
Status	Expired	SBT Branch	
Effective Date	2/1/02	Secondary Contact	
Renewal Date	1/31/03	Coverage Type	LABOR ONLY
Time to Renewal	-21 Days	System	HVAC
Service Technician/ Account Engineer	Chris Howell		

Description LABOR ONLY

Service Activity

Use the following links to get service history or scheduled service information.

→ Service History → Scheduled Services

Detail

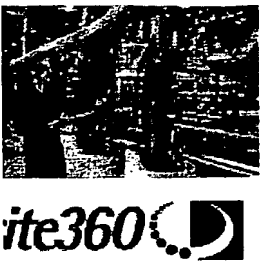
Clicking an existing service contract displays the contract in its entirety.

Sites & Equipment

The table below lists sites and equipment covered under this service contract. Select the desired site from the left side of the table. The equipment covered by the contract for the selected site will then display on the right side of the table.

Item 1-1 of 1	.xls	.doc	ASCII	Item 1-1 of 1
Site				Equipment
▶ UPS 35 Glenlake Fire				MECH/SPEC SCHEDULING

F16.17



Search for...

go >

Service Central

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| Home | >Service Central >Equipment

Request Service

Service Activity

TSP Contracts

Equipment

Sites

Request Service

Equipment



The equipment function provides complete service and technical information for your equipment. Select a site from the dropdown box and click go. A table of all equipment for that site appears. Click a specific equipment link to get detail for that piece of equipment.

Site

All

go >

Item 1-5 of 35

Export to:

.xls

.doc

ASCII

Site	Equipment or Services	Quantity	Location	Asset ID	System
UPS 35 Glenlake Automation	▶	1	CABINET 11	UPS35GL01	HVAC
UPS 35 Glenlake Automation	▶	1	CABINET 12	UPS35GL02	HVAC
UPS 35 Glenlake Automation	▶ CLIENT WORKSTATION REV *	1	INSIGHT 03	UPS35GL03	HVAC
UPS 35 Glenlake Fire	▶ MECH/SPEC SCHEDULING	1		UPSF1	HVAC
UPS 55 Glenlake Automation	▶	1	CABINET 1 MAIN CHILLER PLANT	UPS55GL01	HVAC
▶1-5 ▶6-10 ▶11-15 ▶16-20 ▶21-25 ▶26-30 next →					



Search for... go >

Service Central Fileshare Administration Log Out
| Home | >Service Central >Equipment >-- >Individual Equipment

Request Service

Service Activity
RSP Contracts
Equipment
Sites
Request Service

Individual Equipment



The individual equipment function provides all relevant technical information and detail for the selected piece of equipment.

Detail

Equipment	CLIENT WORKSTATION REV *	Asset ID	UPS35GL03
Site	UPS 35 Glenlake Automation	Warranty Expiration	
Equipment Quantity	1	Contract No.	PB-1394
Equipment Location	INSIGHT 03	System	HVAC

Service Activity

Below is an overview of all service activities with an "open" status (this includes open, scheduled, and dispatched calls) for this piece of equipment.

Item 1-1 of 1

Export to: .xls .doc ASCII

Open Date	Description	Call Type	Order No.	PO No.
1/7/03	FULL COMPREHENSIVE	preventive	021216-0836	

Closed Calls

Below is an overview of all service activities with a "closed" status (this includes completed, closed, and paid calls) for this piece of equipment.

Item 1-2 of 2

Export to: .xls .doc ASCII

Open Date	Description	Call Type	Order No.	PO No.
7/3/02	FULL COMPREHENSIVE	preventive	020625-0966	
4/4/02	FULL COMPREHENSIVE	preventive	0021032288	



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Search for...

go >

Service Central Fileshare Administration Log Out

| Home | >Service Central >Equipment >-- >Individual Contract

Request Service

Service Activity

TSP Contracts

- Active Contracts
- Expiring Contracts
- Cancelled Contracts
- Expired Contracts
- Custom Reports

Equipment

Sites

Request Service

Individual Contract

The individual contract function provides complete detail for the selected contract. For example, which sites and equipment are covered, contract duration, and service history under the specified contract.

Summary

The summary provides an overview of information related to the selected service contract.

Contract No.	PB-1394	PO No.	
Status	Active		
Effective Date	1/1/03	SBT Branch	ATLANTA
Renewal Date	12/31/03	Secondary Contact	Jacquelyn Brewer
Time to Renewal	313 Days	Coverage Type	FULL COMPREHENSIVE
Service Technician/ Account Engineer	M. Kevin Mote	System	HVAC

Description FULL COMPREHENSIVE

Service Activity

Use the following links to get service history or scheduled service information.

[→ Service History](#) [→ Scheduled Services](#)

Detail

Clicking an existing service contract displays the contract in its entirety.

Sites & Equipment

The table below lists sites and equipment covered under this service contract. Select the desired site from the left side of the table. The equipment covered by the contract for the selected site will then display on the right side of the table.

Item 1-3 of 3



Item 1-3 of 3

Site

- ▶ UPS 35 Glenlake Automation
- ▶ UPS 55 Glenlake Automation
- ▶ UPS 55 Glenlake Mechanical

Equipment

- |
- |
- | CLIENT WORKSTATION REV *

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Search for... go >

Service Central Fileshare Administration Log Out

| Home | >Service Central >Equipment >- >Service Order

Request Service

Service Activity
Open Calls
Closed Calls
Custom Reports
Selected Services

TSP Contracts
Equipment
Sites
Request Service

Service Order



Below is the data for the single service activity you have selected.

Summary

The summary provides an overview of information related to the selected service order number.

Service Order No.	020625-0966	Customer Name	Demonstration Customer
PO Number		Contract No.	PB-1394
Site	UPS 35 Glenlake Automation	System	HVAC
Status	Closed	Open Date	7/3/02
Call Type	Preventive	Closed Date	7/5/02
Request Type	generated		
Problem Type	MAINTENANCE		
Call Priority	Next Scheduled Visit		

Detail

The problem and resolution area provides a description of the requested service and what action has been taken to resolve the issue.

Problem Description

Resolution JEFF C. 7/3/02-BUILDING ON GENERATOR AT THIS TIME.

Further Information

Use the following links to get further equipment, call, or appointment information.

go to [Equipment](#) [Call Log](#) [Appointments](#)

Equipment

The table below lists equipment that was serviced on the selected order number.

Item 1-3 of 3

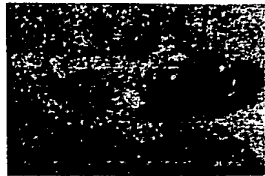
Export to: .xls .doc ASCII

Equipment Name	Quantity	Location	Asset ID
▶	1	CABINET 11	UPS35GL01
▶	1	CABINET 12	UPS35GL02
▶ CLIENT WORKSTATION REV *	1	INSIGHT 03	UPS35GL03

Call Log

The table below lists all activities logged to the selected service order number.

No Data Available.



Search for...

go >

Service Central Fileshare Administration Log Out
| Home | >Service Central >Sites

Request Service

Service Activity
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Request Service

Sites



The site function provides complete service information for an individual site. Click any site link to get specific detail for that site. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 35

Export to: .xls .doc ASCII

Site

▶ Primary

▶ SZ COLLEGE PARK {B320013}

▶ SZ EAST LIBRARY {B408013}

▶ SZ EAST POINT {B425013}

▶ SZ ELECTION WSE {B804013}

▶ 1-5 ▶ 6-10 ▶ 11-15 ▶ 16-20 ▶ 21-25 ▶ 26-30 next →

1800

FIG. 24



Search for... go >

Service Central Fileshare Administration Log Out
Home | >Service Central >Sites >-- >Individual Site

Request Service

- Service Activity
- TSP Contracts
- Equipment
- Sites
- Request Service

Individual Site

The individual site function provides detailed data for a single, selected, site enabling you to easily supervise and track all service activity for that site.

Service Activity Summary

The summary provides an overview of all service activity for this site grouped by status, call type, and system type.

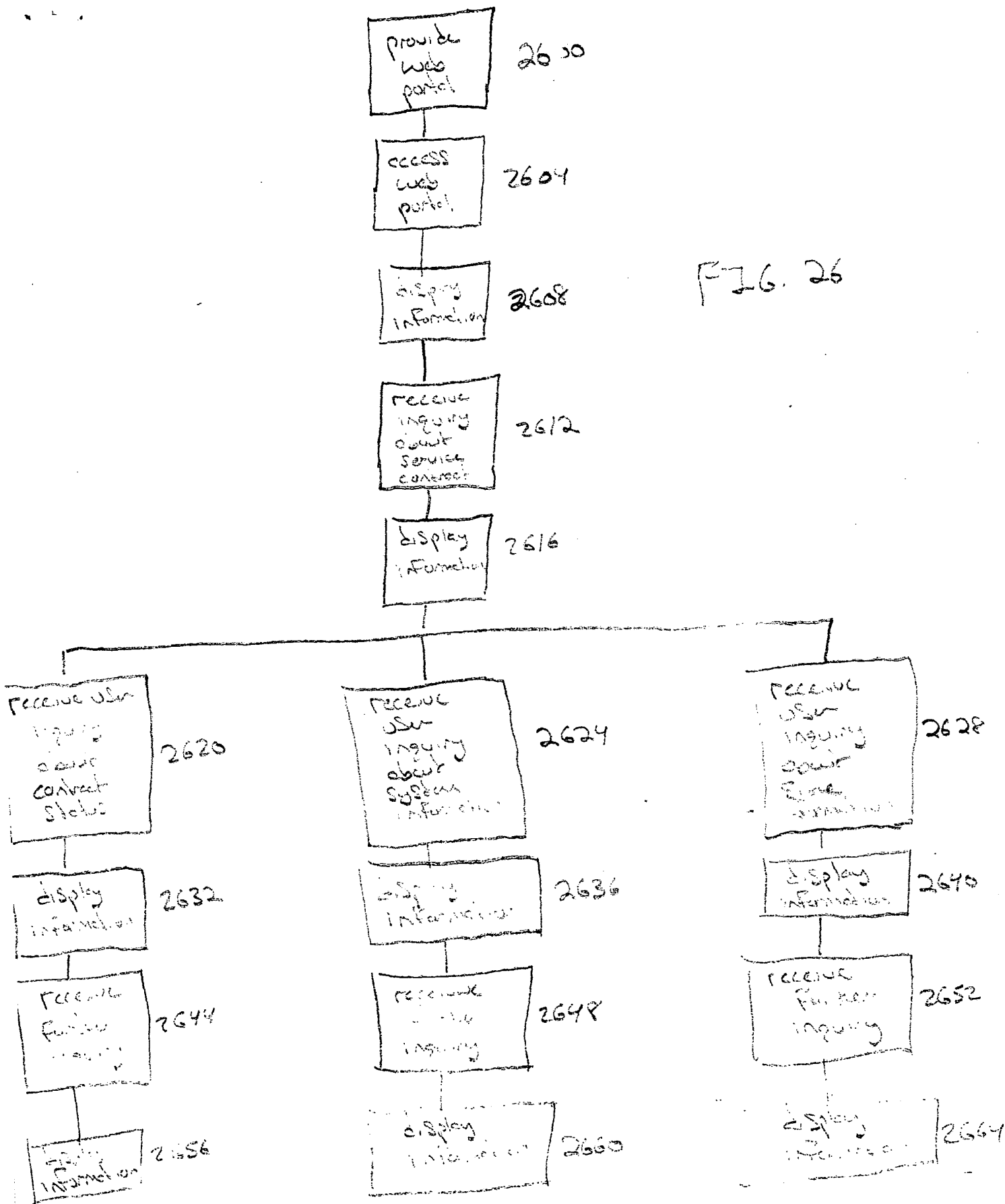
Site	SZ COLLEGE PARK {B320013}	Call Type	
		Preventive	▶ 3 - 1965
		Corrective	▶ 1 - 1970
Call Status			
Open	▶ 1 - 1950		
Closed	▶ 3 - 1960		
		System	
		HVAC	▶ 1 - 1975
		Mechanical	▶ 3 - 1980

Service Activity Detail

The table below lists detail for the individual site, as well as the service activity information associated with it. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-4 of 4				Export to: .xls .doc ASCII			
Order No.	PO No.	Description		Call Status	Call Type	Open Date	System
▶021001-0210	PC-02SC87314	ANNUAL CHILLER PM		Closed	Preventive	10/7/02	Mechanical
▶021009-0275	PC02SC87314	INSTALL 2 CHECK VALVES & CLEAN		Closed	Preventive	10/16/02	Mechanical
▶021016-0068	PC-02SC87314	PM REPAIRS		Closed	Preventive	10/7/02	Mechanical
▶030206-0002		this is a test for the call t*		Open	Corrective	2/6/03	HVAC

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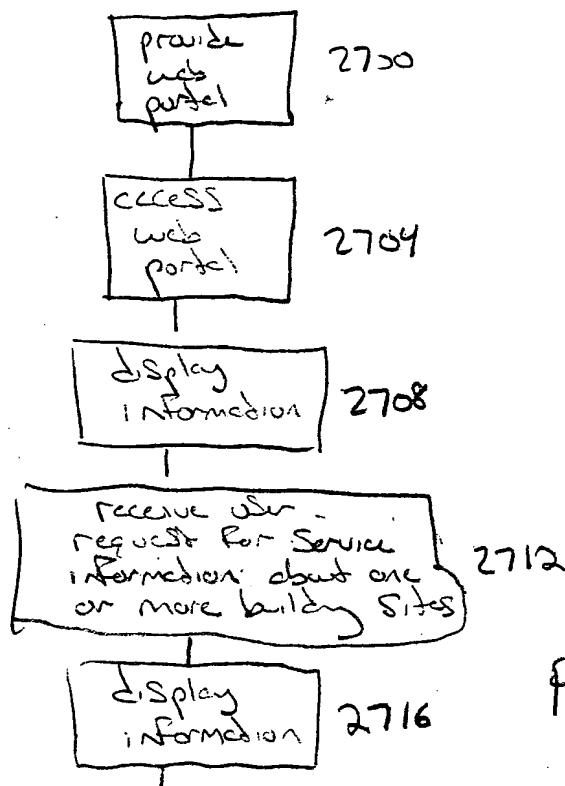
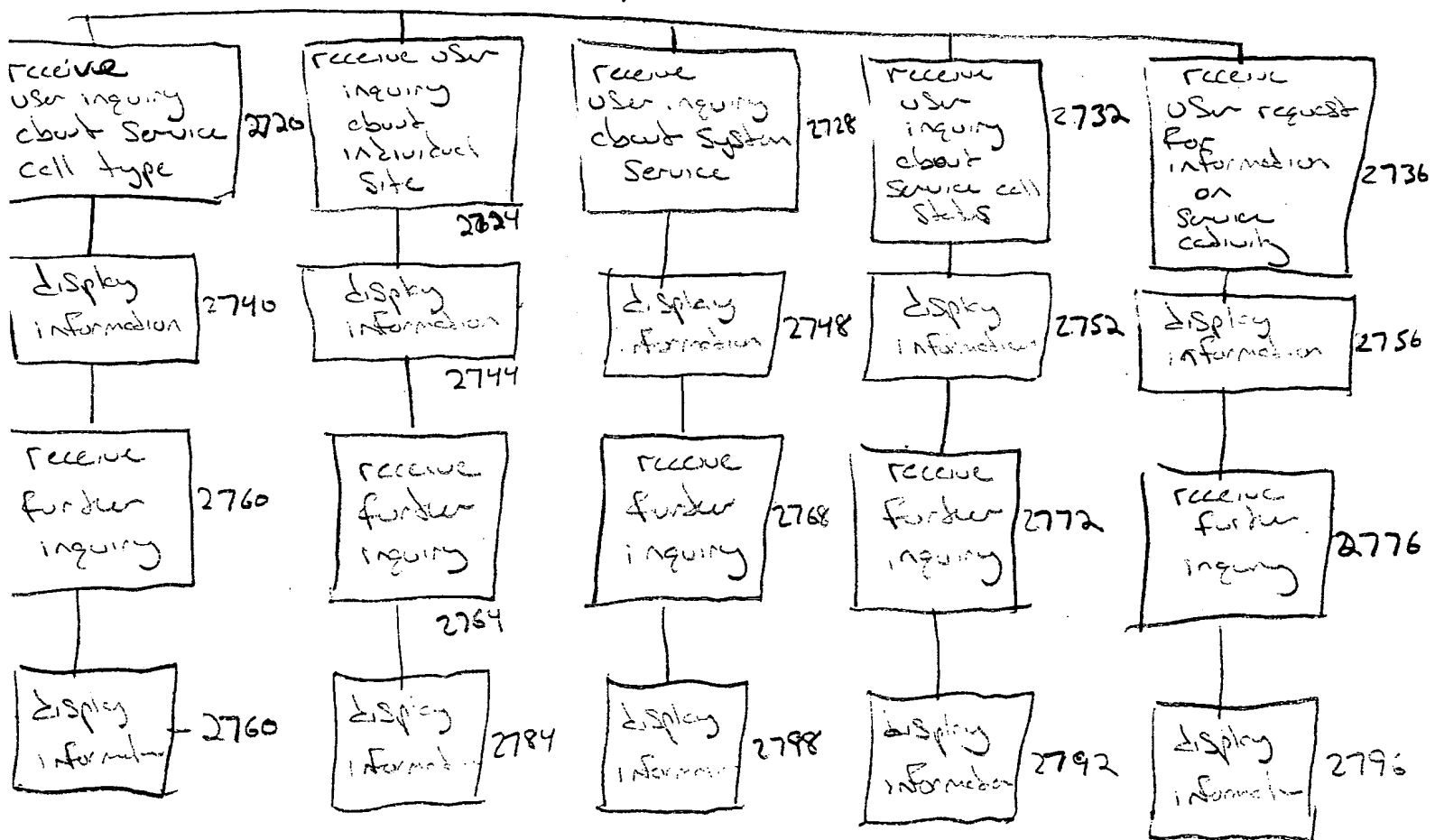
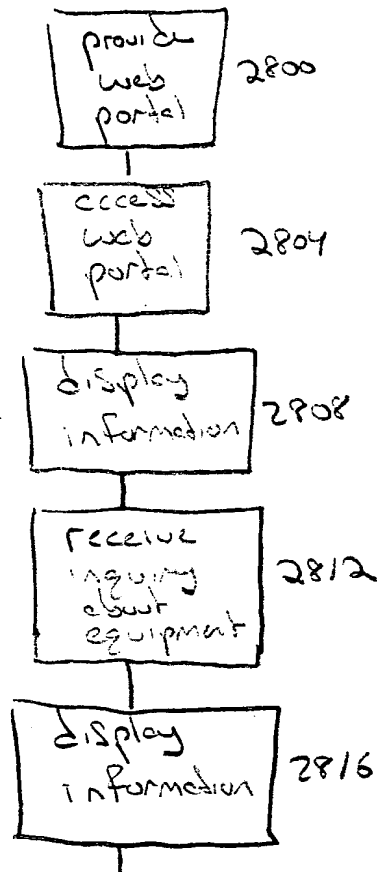
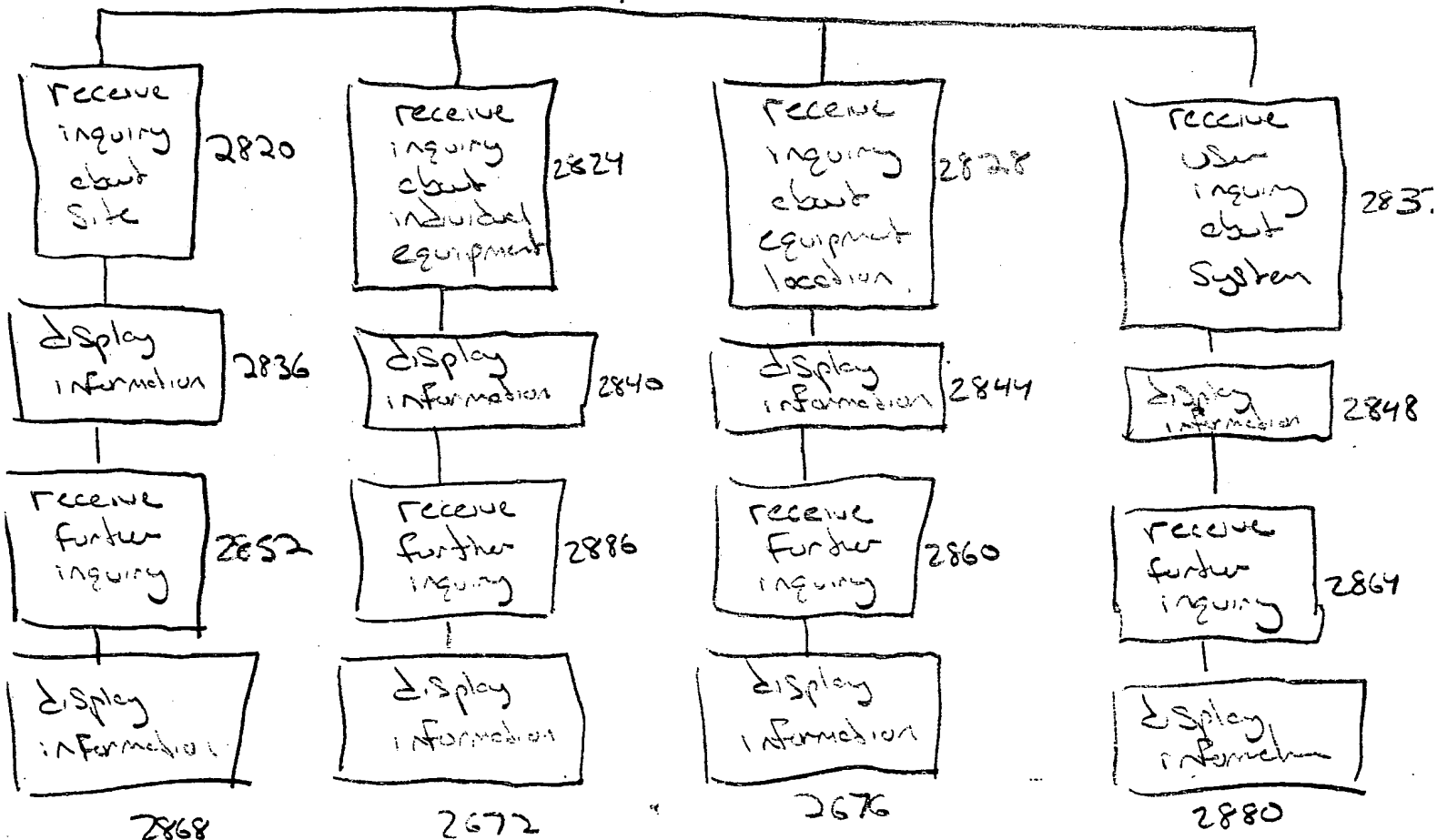


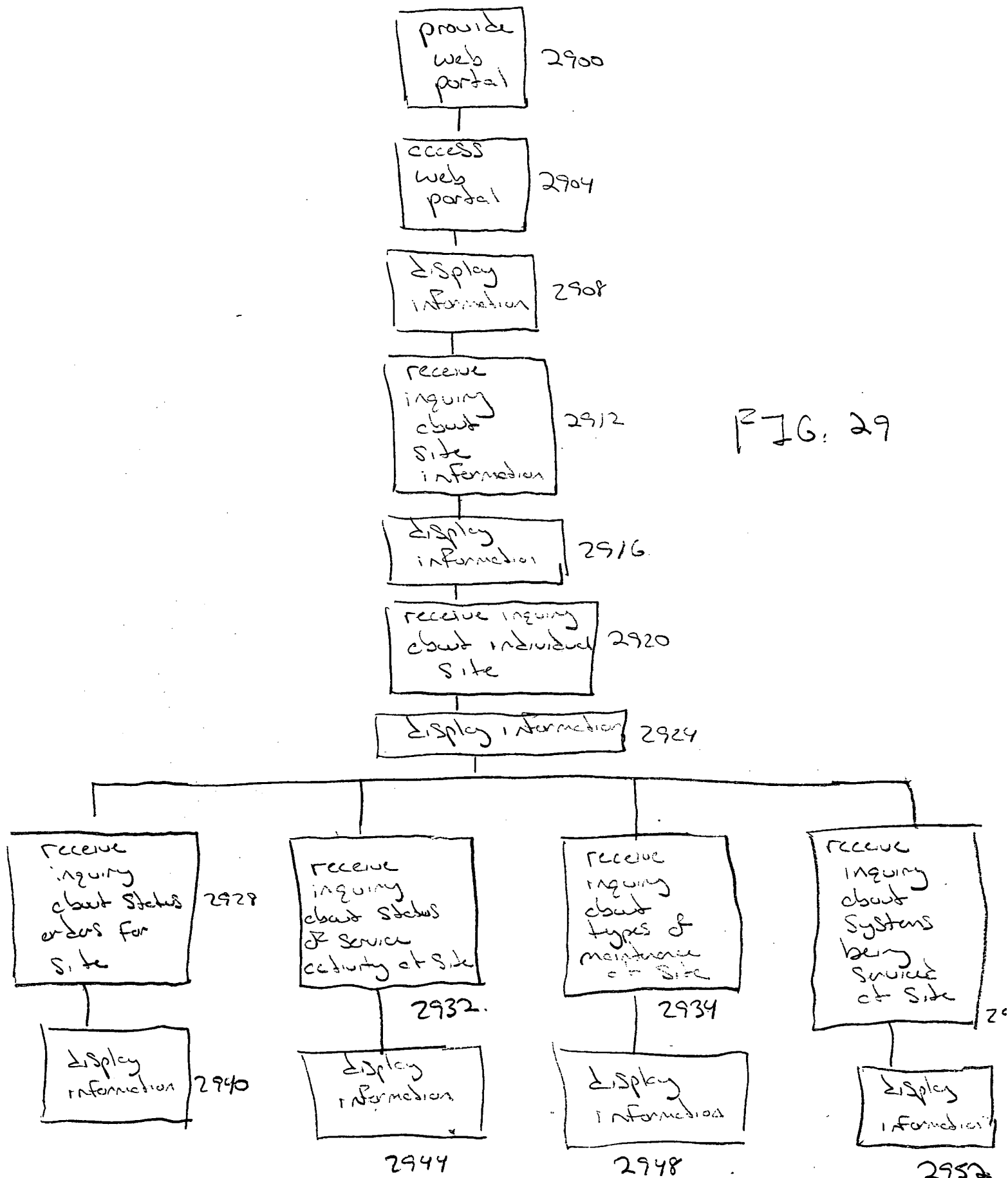
FIG. 27





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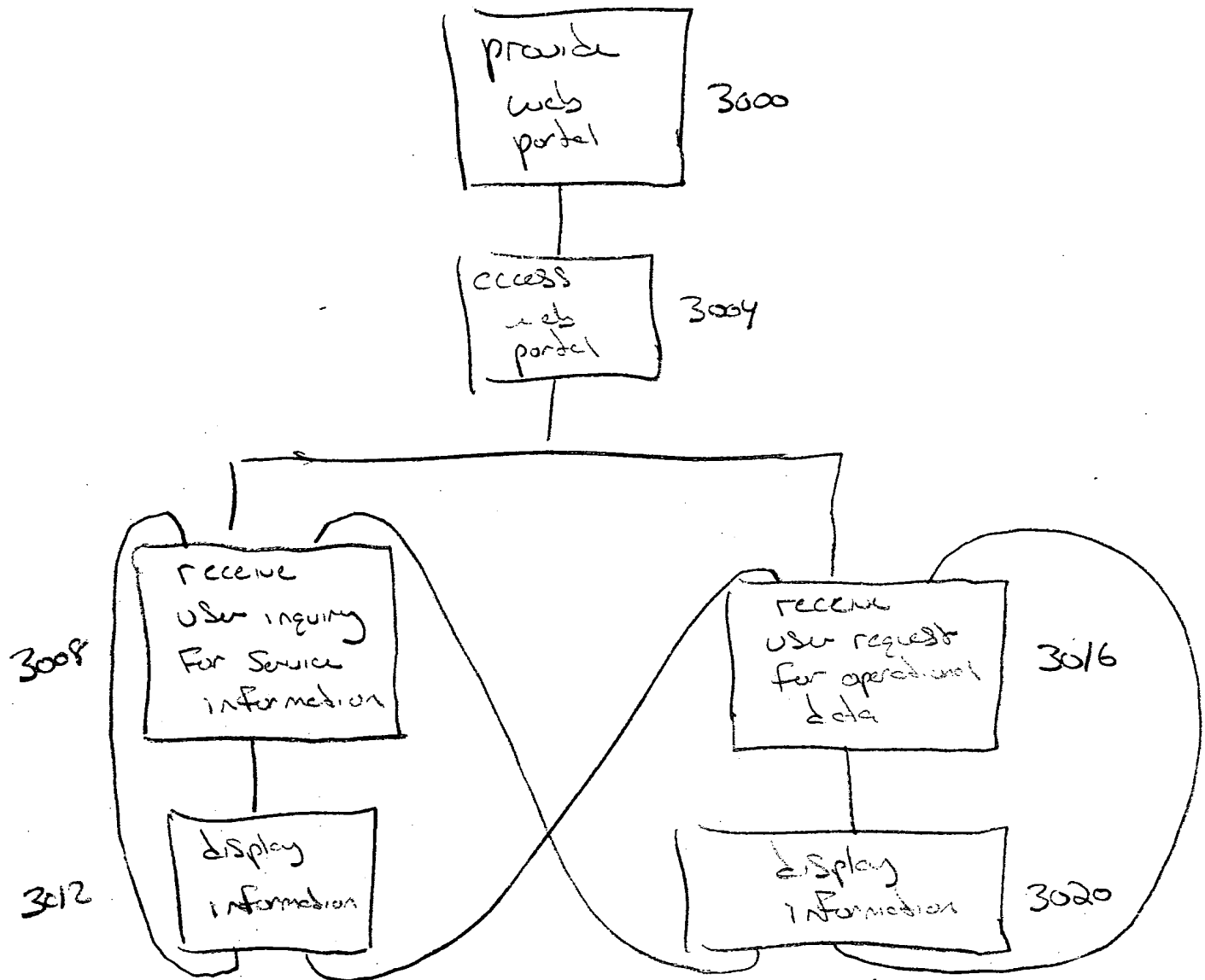


FIG. 30